

# ANIMAL CARE SERVICES

## 2012 ANNUAL REPORT

### LETTER FROM THE DIRECTOR



#### ANIMAL CARE SERVICES

1136 Gatewood SW  
Albuquerque, NM 87105

Phone: 505-468-PETS

Fax: 505-873-6709

E-mail: [animal@bernco.gov](mailto:animal@bernco.gov)

What a truly exciting year our department saw in 2012. We welcomed several new faces to our team this year who brought a new level of energy to our department. Combined with the expertise and knowledge of our more senior staff the result is one of the most progressive, energetic, well trained and compassionate animal control/care departments in the State of New Mexico.

2012 was a year to lay the ground work for our department. A foundation that we are confident will lead to our Animal Care Services becoming a leader and an example in the region, the state and the nation of the level of excellence that can be achieved through hard work and commitment.

2013 promises to be even better. We hope to research and look for ways to continue to incorporate technology into our operation to benefit the citizens and animals of Bernalillo County. We have scheduled, and continue to research, advanced training opportunities for our officers to insure that they are capable and ready to handle any situation presented to them.

We will continue to foster relationships with our non-profit and government partners in animal welfare to allow us to combine our resources to develop and implement more progressive programs. We see these partnerships as vital to developing long term solutions to insure a more humane, animal-friendly Bernalillo

County.

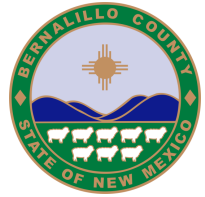
The future is bright for Bernalillo County Animal Care Services. We have elected officials who are committed to our success. We have an administration that is equally as committed to excellence. Most importantly, we have a staff who represents the values of this community and are committed to upholding them.

Sincerely,



## MISSION STATEMENT

Bernalillo County Animal Care Services is committed to providing the highest level of services and protection to both the citizens and the animals of our community by effectively and humanely enforcing the ordinances as they pertain to animal care and the public's health, safety and welfare. We are dedicated to protecting the citizens of Bernalillo County from animal related injury and disease and further committed to protecting the animals we share our community with from abuse and neglect.



## ANIMAL CARE SERVICES



Signs posted throughout Animal Care Services reinforce our commitment to our mission. This powerful statement is found not only throughout the office, but on our web site and is engrained in everything we do.

## ANIMAL CARE SERVICES IS A PART OF THE: PUBLIC SAFETY DIVISION

Tom Swisstack  
*Deputy County Manager*

## ADMINISTRATION

Matthew Pepper  
*Director of Animal Care Services*

Manuel Ruiz  
*Special Projects Coordinator*

## SUPPORT STAFF

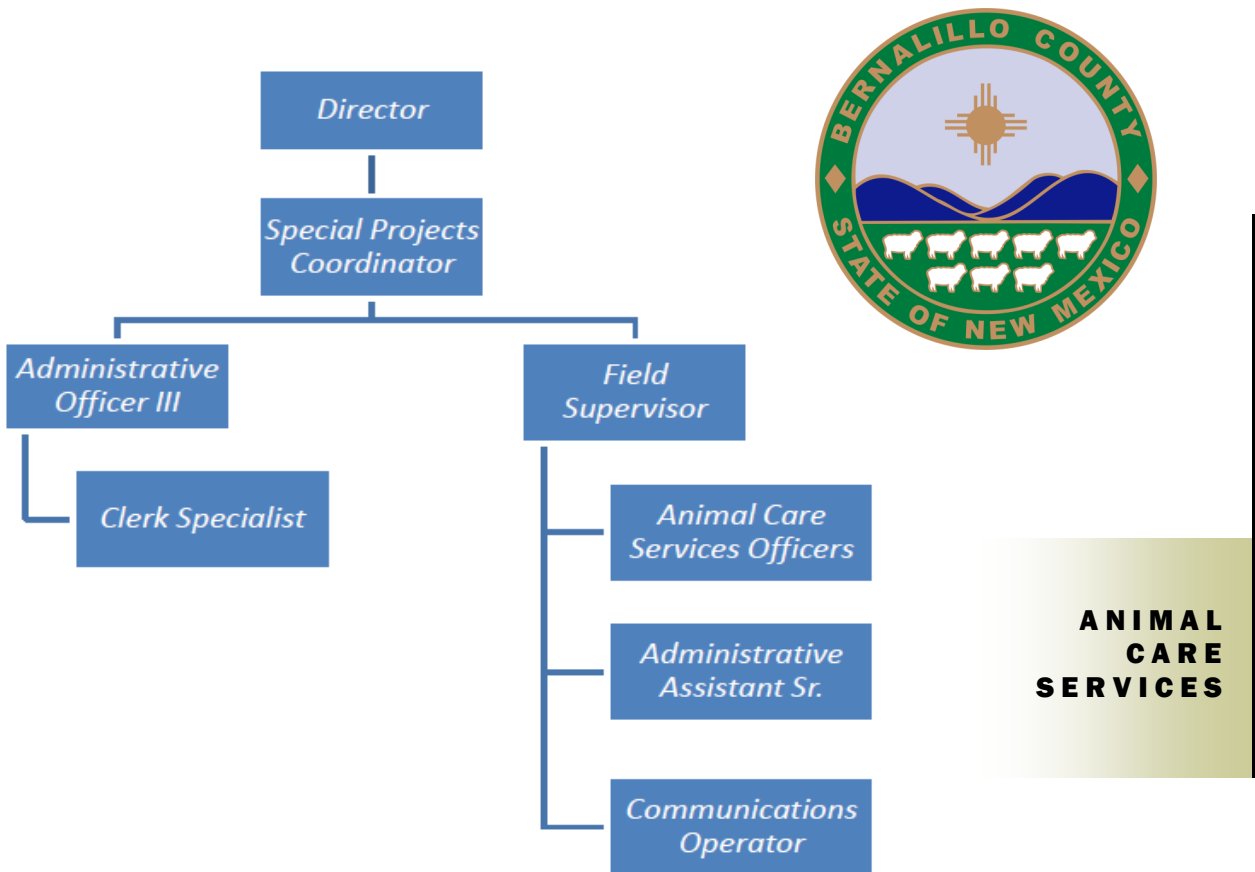
Diane Beserra  
*Administrative Officer III*

Nicole Wiggins  
*Administrative Assistant, Sr.*

Vangie McLean  
*Communications Operator*



## Bernalillo County Animal Care Services Organizational Chart



### SNAPSHOT

Fiscal year 2012 operating budget: \$1,965,026

Number of employees: 18

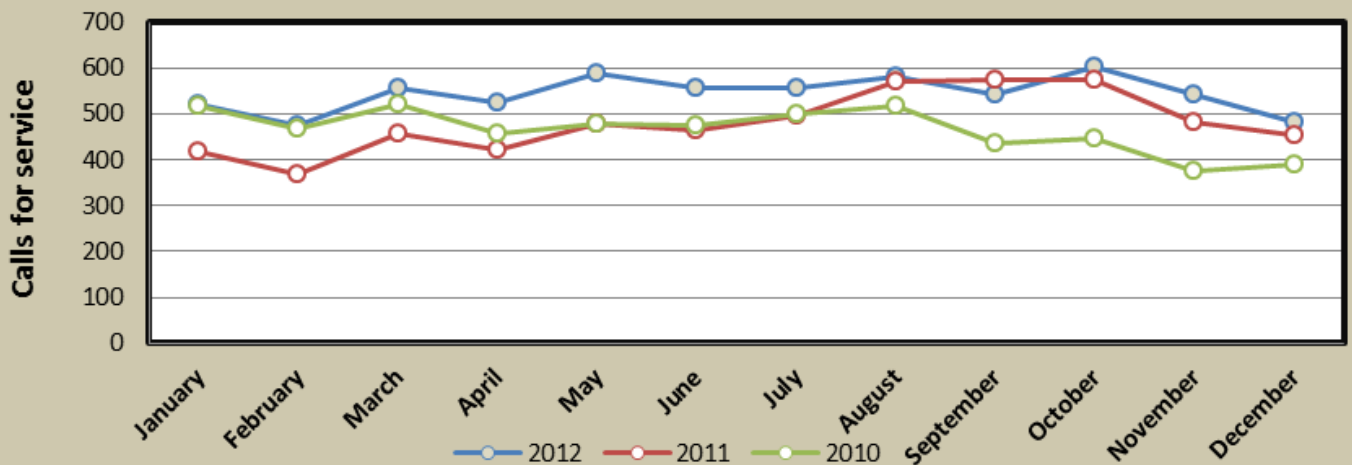
Calls for service: 6,560

Service area: Unincorporated Bernalillo County

**Function:** To effectively enforce the Bernalillo County Code of Ordinances as they relate to animal care and control by protecting the citizens of Bernalillo County from animal related injury and disease and the animals of our community from abuse and neglect.

Animal Care Services employs eleven Animal Care Services Officers to meet the objectives set forth in our mission. Animal Care Services Officers are responsible for investigating reports of animal cruelty and neglect and protecting the public from animal related injury or disease.

*Calls for service: 2010 /2011/2012*



## FIELD SUPERVISOR

Pat Trujillo

## ANIMAL CARE SERVICES OFFICERS

Joseph Alarcon  
 Kevin Carhart  
 Andrea Chavez  
 Cassandra Durkin  
 Richard Marino  
 Joe Marquez  
 Donald Mondragon  
 Brittany Nelson  
 Scott Valenti  
 Jon Wolf



### 2012 Calls for service

Jan	522
Feb	476
Mar	558
Apr	523
May	589
Jun	555
Jul	555
Aug	581
Sept	543
Oct	604
Nov	543
Dec	481
TOTAL	6,560

*Animal Care Services Officers receive specialized departmental training and receive further industry specific training from the National Animal Control Association and Code 3 Associates. The goal and vision of Animal Care Services is to have a highly trained staff capable and willing to resolve any animal related issue they may be presented with both effectively and efficiently.*





**2012 Calls for service  
by Zip Code**

Zip Code	Total
87008	55
87015	50
87047	100
87048	2
87059	282
87102	3
87104	9
87105	4210
87106	1
87107	241
87110	1
87111	3
87112	6
87113	188
87114	556
87120	5
87121	562
87122	188
87123	54
87124	1
87144	1

**Animal impounds**

	2011	2012
<b>Dogs</b>	1,848	2,477
<b>Cats</b>	1,240	1,260
<b>Others</b>	22	17
<b>TOTAL</b>	3,110	3,754

Animal Care Services contracts with the City of Albuquerque's Animal Welfare Department to house animals impounded by Animal Care Services Officers and brought in by citizens of unincorporated Bernalillo County.



**2012 Calls for service  
by Commission District**

	YTD	%
<b>District 1</b>	712	11%
<b>District 2</b>	4,790	73%
<b>District 3</b>	7	0%
<b>District 4</b>	434	7%
<b>District 5</b>	569	9%
<b>N/A</b>	8	0%

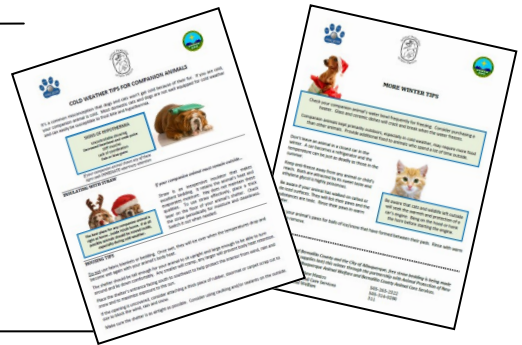


## 2012 HIGHLIGHTS



In March of 2012, Bernalillo County Animal Care Services, the Bernalillo County Sheriff's Department and New Mexico Dogs Deserve Better teamed up to perform a pro-active sweep in a high activity area. The result was 131 notice of violations, 6 arrests and 14 impounds. The sweep had a dramatic and positive impact on the residents and animals of this community.

Continued from a successful campaign in 2011, a collaborative effort with Animal Protection of New Mexico and the City of Albuquerque Animal Welfare Department provided the opportunity for the distribution of free straw as insulation for animals kept outside.



In November of 2012, we partnered with the Santa Fe Animal Shelter and Humane Society to provide a low cost vaccination clinic and free spay and neuter opportunities. The result was more than 110 animals spayed and neutered over the course of 3 days.

Bernalillo County Animal Care Services and the City of Albuquerque Animal Welfare Department have formed a task force intended to target illegal and unregulated breeding and selling of animals in our communities.



In August of 2012, multiple Animal Care Services Officers attended the Equine Investigator's Academy offered by Code 3 Associates. This program will become a integral part of our training regiment for our officers in order to provide the community with representatives of Animal Care Services capable and ready to handle any situation presented to them.

## 2012 HIGHLIGHTS

In 2011, Bernalillo County Animal Care Services provided certified instruction to all road patrol deputies on animal cruelty and neglect. The training continued to yield positive results in 2012 as

Deputies from the Bernalillo County Sheriff's Department and Animal Care Services Officers have partnered on countless cases to the benefit of the animals and the citizens of Bernalillo County.



During the summer of 2012, Animal Protection of New Mexico partnered with Animal Care Services and presented at all seven community centers on topics such as responsible pet ownership and pet safety for children.

Comprised of local animal advocates and animal welfare professionals, the Animal Care Ordinance Review Committee submitted their proposal to the County Commission in November of 2012. The amended ordinance was approved in December of 2012.



## BY THE NUMBERS...

13.9%

Percentage increase in calls for service for the in 2012 compared to 2011.

Number of criminal complaints issued by Animal Care Services Officers in 2012.

108

11

Number of Animal Care Services Officers that responded to the 6,560 calls for service in 2012. **ACSO's are available 24 hours a day/7 days a week..**

Number of County Animal Licenses sold in 2012.

2,425

469

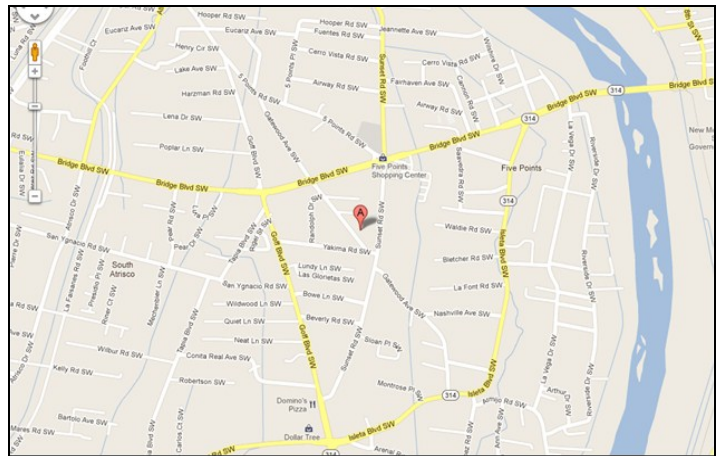
Number of SNAP (Spay Neuter Assistance Program) vouchers issued in 2012.



[www.bernco.gov](http://www.bernco.gov)

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## **CITY OF ALBUQUERQUE ANIMAL WELFARE DEPARTMENT: SHELTERS**

### **EASTSIDE ANIMAL WELFARE**

**Physical Address:**

8920 Lomas NE, Albuquerque, NM 87112

**Telephone:**

(505) 768-1975

**Office Hours:**

Tuesday through Sunday 9:30 a.m. to 6:00 p.m.

**Kennel Viewing Hours Only:**

Tuesday through Sunday 10:30 a.m. to 6 p.m.

Animal Reclaiming: 7 days a week, 7:30 a.m. to 7 p.m.

- Citizens must have pets compliant with all City requirements and bring proof of ownership to reclaim.
- Credit cards will not be accepted after regular shelter business hours.

**Animal Receiving:**

7 days a week, 7:30 a.m. to 7 p.m.

Citizens must be residents of Albuquerque or Bernalillo County to bring animals.

### **WESTSIDE ANIMAL WELFARE**

**Physical Address:**

11800 Sunset Gardens SW, Albuquerque, NM 87121

**Telephone:**

(505) 768-1975

**Office Hours:**

Tuesday through Sunday 9:30 a.m. to 6:00 p.m.

**Kennel Viewing Hours Only:**

Tuesday through Sunday 10:30 a.m. to 6 p.m.

Animal Reclaiming: 7 days a week, 7:30 a.m. to 7 p.m.

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